

Michigan Department of Civil Rights
Community Relations - Executive Office
Capital Tower Building
110 W. Michigan Ave, Suite 900
Lansing, MI 48933

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First
Class
Postage
Required

Other MDCR Presentation Topics

Hate Crime 101
Diversity
Sexual Harassment
Civil Rights Laws
Fair Housing Laws

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Lansing, MI 48933



For more information:
1-800-482-3604 or <http://www.mi.gov/mdcr>
TTY: (877) 878-8464



Brochure funded by the Department of
Community Health Crime Victim Services
Commission (CVSC)
www.mi.gov/crimevictim 517-334-9944

Building Cultural Competence



*An Experience in Effective
Interaction Across Cultures*



MCOLES Registered

Building Cultural Competence

To thrive in today's increasingly diverse world, organizations must be able to effectively interact with a variety of ethnic / cultural groups.

This four-hour participatory workshop enhances understanding of five major cultural groups: *African American, American Indian, Arab American, Asian American, and Latino American*. The workshop will also help participants to recognize, understand and control their personal biases, and interact more effectively with colleagues and customers across cultural boundaries.

Workshop Agenda

- ✓ Opening/ Introductions
- ✓ Demographics
- ✓ Thinking Styles
- ✓ Ethnic Protocols / Communication Styles
- ✓ Stereotypes & Debunking Myths
- ✓ Biases
- ✓ Religion
- ✓ Cultural Competencies
- ✓ Wrap-Up and Evaluation

Workshop Objectives

As a result of attending this workshop, participants will:

- ✓ Learn about demographics of the ethnic groups in Michigan
- ✓ Recognize and analyze personal assessments of thinking style
- ✓ Recognize stereotypes that lead to bias and discrimination
- ✓ Consider cultural protocols and communication styles
- ✓ Understand bias and hidden discrimination
- ✓ Recognize and examine how preexisting biases can limit work performance as an individual, team and organization
- ✓ Understand the benefits of cultural competency
- ✓ Recognize cultures through religion
- ✓ Assess their understanding of cultural competency

For more information on the Building Cultural Competence Workshop, please mail or fax this form to the Michigan Department of Civil Rights - Community Relations Division. Fax 517-241-7520

Name: _____

Organization: _____

Full Address: _____

Phone: _____ Email: _____

Please specify any reasonable accommodations: _____

What workshop topics would you like to address at a hate crime conference? _____